

ConneXions IP Hosted Voice

User Guide

How to

Transfers

Blind transfer of a call.

(no introduction of the caller to the callee)

To blind transfer a call to another user, follow this process:

1. Answer or make a call to the 1 first party.
2. Press the Transfer button
3. Dial the number the call is to be transferred to and press the "Tick" key.
4. You will be disconnected from the call and the other two parties joined.

Attended transfer of a call.

(Introduce the caller to the callee)

To transfer a call to another user after introducing it, follow this process:

1. Answer or make a call to the 1 first party.
2. Press the free line key (normally line 2).
3. Dial the number the call is to be transferred to and press the "Tick" key. (If there is no answer you can return to the caller by selecting the original line key).
4. Introduce the caller.
5. Press "Transfer" to join the calls.

Group pickup

It is possible to pick up a call that is ringing another phone within your call group if they are not available to take the call. To do this dial *8. The call will then be answered to your handset.

System call forwarding

It is possible to forward your extension number and DDI to a different internal or external number. Call forwarding can be set at a system level this is an advantage as it can be removed without access to the physical phone.

To enable call forwarding:

1. Dial *10
2. Input number to be forwarded to.
3. Hang up

To disable call forwarding:

1. Dial *11
2. Wait for Beep and then hang-up, call forwarding will now be disabled.

Conferencing

Create a local 3 party conference

(Ad-hoc Conferencing)

Ad-hoc conferencing for up to 3 parties can be setup directly from the phones:

1. Answer or make a call to the 1 first party.
2. Press the free line key (normally line 2) or "Conf" key.
3. Dial the number of the second party to be in the conference.
4. Once connected press the "Conf" key to enable conference.

Conference Bridge

(Conferencing for more than 3 parties)

ConneXions IP provides a conference bridge for conferences with more than 3 parties. To join a conference:

1. Dial conference bridge number (Configured under the conference tab)

To add an external user a conference:

1. Follow the process for blind transfer but transfer the external user to the conference bridge number (Configured under the conference tab).

Voicemail

ConneXions IP provides voicemail system for each extension and each hunt group. Voicemail settings such as email delivery address can be configured upon request.

Extension Voicemail

To set the voicemail greeting for you callers to hear dial *2 and then follow menu options.

Group Voicemail

The same options can be set for the group mail box by dialling *3 for access and then dialling the number of the group mailbox you wish to configure.

1. Dial *3.
2. Input group number and press # i.e. 2000#.
3. Follow menu options.

Please Note : These instructions should be read in conjunction with your specific telephone handset user guide